Addendum Alert Process in Avatar

Below are the various processes for alerting your QI Liaison when a CSP Addendum has been completed for plans in Avatar. When "Service Type" is referenced, this indicates the three categories on the electronic MHP Service Authorization – Mental Health Services (MHS), Targeted Case Management (TCM), and Medication Management (Med Man).

For Adult ICC and significant changes in LOC, please contact your Supervisor or QI Liaison for more info

"Clean Up" Addendum

This is an addendum requested by QI for a technical correction/addition of info to a CSP that was already submitted with an

MHP Service Authorization. For example - adding a CANS/ANSA score or clarifying frequency/duration. The start date of the original plan will be honored, but will not be processed until the clean up addendum is completed and approved

QI Will:

- Keep the submitted eleoctonic MHP Service Auth (if correct)
 - Email the provider what is needed for the "Clean Up" Addendum
- Request provider to send an email when addendum is completed



Provider Will:

- Complete "Clean Up" Addendum in Avatar
- Email QI Liaison to confirm addendum is complete



QI Will:

- Review addendum and submit request for authorization based upon original electronic MHP Service Auth sent

Addendum to Add a Program or Service Type (MHS, TCM, or Med Man) **NOT** already authorized

Provider Will:

- Complete CSP Addendum in Avatar to add what is needed
 - Send electronic MHP Service Auth to QI Liaison to add Ancillary program or new Service Type



- Review CSP Addendum and MHP Service Authorization and provide any feedback as necessary
- -Authorize new program or service type based upon electronic **MHP Service Auth sent**

Addendum to add a service that is included in a Service Type <u>already authorized</u> (MHS, TCM, Med Man). For example – a program is already authorized for MHS and is adding Rehab or Group with an Addendum

Provider Will:

- Complete CSP Addendum in Avatar to add what is needed
- Email QI Llaison to alert that an an addendum has been completed and is ready to be reviewed



QI Will:

- Review addendum and provide any feedback as necessary

Addendum to add Services for a Program that has its own and separate authorization process, but which must have services included on the CSP. For example – TBS, Day Rehabilitation, Day **Treatment Intensive**

Provider Will:

- Complete CSP Addendum in Avatar to add what is needed
- Email QI Llaison to alert that an an addendum has been completed and is ready to be reviewed
- Follow apporpriate authorization process for the specific program needing authorization.
- **<u>Do not</u> submit an electonic MHP Service Authorization for these programs **



- Review addendum and provide any feedback as necessary

Please note – If a CSP Addendum requires a co-signature, the co-signed copy of the addendum must be submitted to your QI Liaison (fax or scan and email) for processing to move forward and authorization to be approved. E.g., a MH Specialist completes the addendum and needs PSC/Supervisor co-signature